



# Post-activity access to European Commission digital services

For the attention of Accredited Parliamentary Assistants, Contractual Agents and Temporary Agents from political groups, in the context of their departure from the European Parliament as a result of the 2024 European Elections, whose contracts end between June 30 and July 16, 2024.

June 2024

PMO

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## Introduction

### Audience

This access guide is intended for **Accredited Parliamentary Assistants (APA)**, **Contractual Agents (CA)** and **Temporary Agents (TA)** from political groups, in the context of their departure from the European Parliament (EP) as a result of the 2024 European Elections, **whose contracts end between June 30 and July 16, 2024**.

### Objective

The objective of this guide is to provide you with the required **actions to take before and after your departure** from the EP to access European Commission's (EC) digital services with an external EU Login account using your private email address as of your first day of post-activity.

- If you are an APA, a TA or a CA from a political group, and your contract ends between **June 30 and July 15, 2024**, you will **lose access to your corporate EU Login account (ending @europarl.europa.eu) simultaneously with the end of your contract**. From your first day of post-activity, you can access EC digital services only with **your external EU Login account**.
- Only if you are an APA with a contract ending on **July 16, 2024**, you may access EC digital services using your corporate account until July 31, 2024. From August 1, 2024, access will be possible only with your **external EU Login account**.

**Important** Completing the process **in the indicated time frame**, including the steps to be performed prior to your departure, is **essential** for your smooth transition from an active member of staff to a post-active one.

Not completing each stage of the process, or completing it at a later date, may deprive you of continuous access to EC digital services.

### Necessary tools

To complete the process successfully, we recommend you have:

- Computer with internet access
- Private mobile phone number
- Valid private email address
- Your 6-digit Staff number.

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# What to do before leaving the EP?

## Introduction

### Audience

The following instructions apply if you meet all the following criteria:

- You are an **APA, CA or TA** from a political group and currently access EU online services with an EU Login account created for you with **an EP email address** ([firstname.lastname@europarl.europa.eu](mailto:firstname.lastname@europarl.europa.eu)). This is your **corporate EU Login account**.
- Your **contract ends between June 30 and July 16, 2024**, and you will soon leave the EP.
- You want to prepare your departure in terms of EU Login account to keep access to EC digital services once no longer in active service.

### Objective

The objectives of the below instructions are to:

- **Register a private email address and phone number** you intend to use once no longer in active service as that of an ex-staff member of the EP.
- **Activate an external EU Login account** with the private email address you intend to use as an ex-staff member of the EP.

**Important** If you have previously created an external EU Login account yourself with the private email address you intend to use as an ex-staff member, you also have to perform the below instructions to keep access to EC digital services.

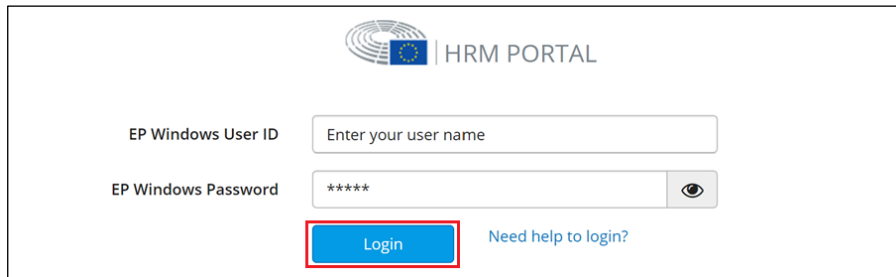
## Instructions

### 1. At least two weeks before your departure, update your private contact information in the HRM portal

1. Open the **HRM portal**:

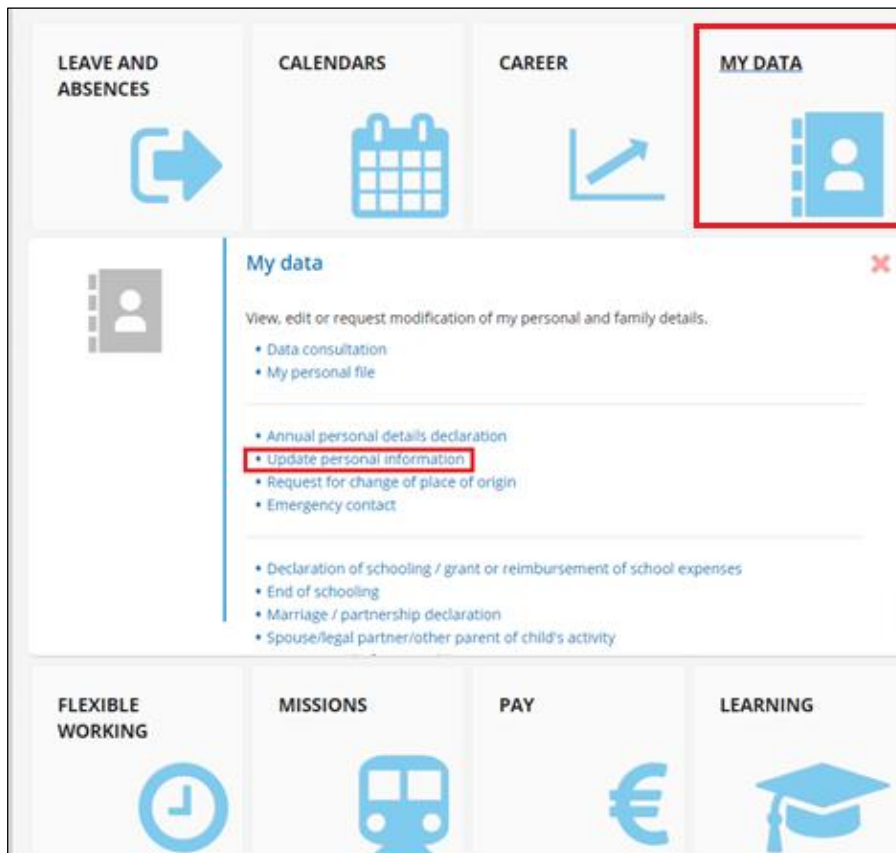
<https://strlprdweb.secure.ep.parl.union.eu/hrmptl/page.jsp>.

2. Enter your **EP Windows User ID** and **Password** and click on **Login**.



The screenshot shows the HRM PORTAL login interface. At the top, there is a logo and the text "HRM PORTAL". Below this, there are two input fields: "EP Windows User ID" with a placeholder "Enter your user name" and "EP Windows Password" with a placeholder "\*\*\*\*\*" and an eye icon for toggling visibility. A blue "Login" button is highlighted with a red box. To the right of the button is a link "Need help to login?".

3. Click on **My Data**, then click on **Update personal information**.



The screenshot shows the "My Data" dashboard. At the top, there are four tabs: "LEAVE AND ABSENCES", "CALENDARS", "CAREER", and "MY DATA". The "MY DATA" tab is highlighted with a red box. Below the tabs, there is a "My data" section with a list of options: "Data consultation", "My personal file", "Annual personal details declaration", "Update personal information" (highlighted with a red box), "Request for change of place of origin", "Emergency contact", "Declaration of schooling / grant or reimbursement of school expenses", "End of schooling", "Marriage / partnership declaration", and "Spouse/legal partner/other parent of child's activity".

4. Click on the **date** in the Address table.



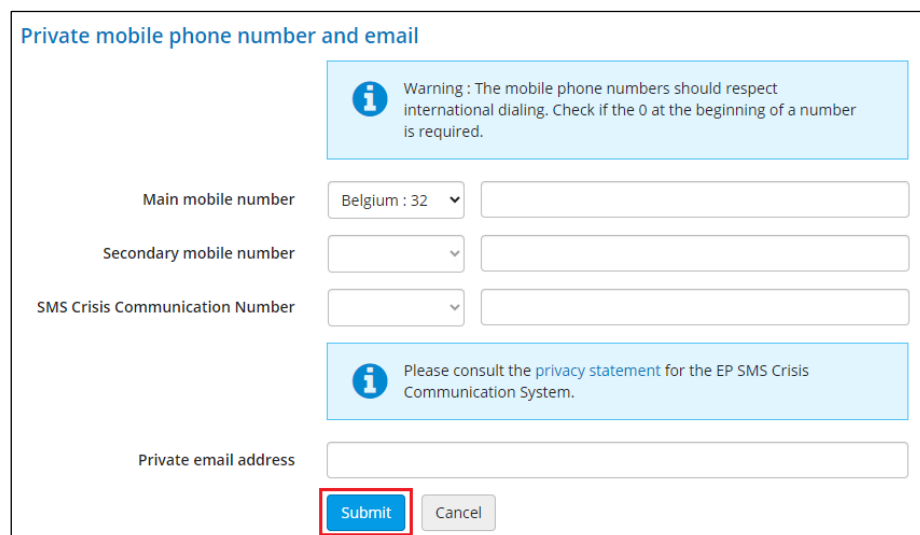
The screenshot shows a table titled "Address (Click on date below to modify or 'Add' if table is empty)". The table has the following columns: "Effect", "Address1", "Country", "Town", "Gsm1", "Gsm2", and "Mail". The "Effect" column contains the date "01/10/2023", which is highlighted with a red box.

Effect	Address1	Country	Town	Gsm1	Gsm2	Mail
01/10/2023						

5. Scroll down to **Private mobile phone number and email**.

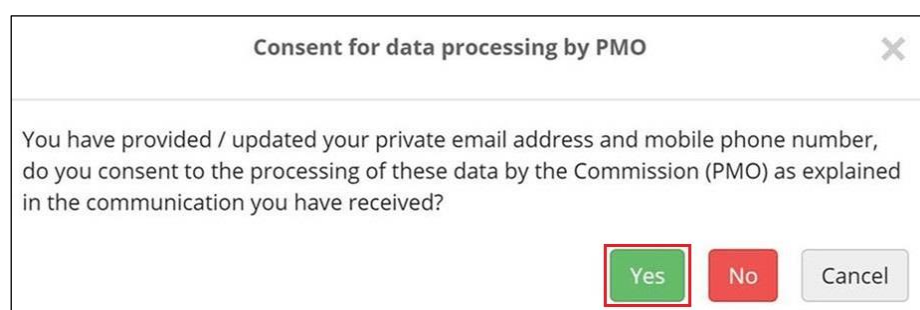
a) If all fields are empty or if any information needs to be changed:

1. Enter the **private email address** and **phone number** you intend to use once no longer in service.



The screenshot shows a form titled "Private mobile phone number and email". At the top right, there is a warning box with an information icon and the text: "Warning : The mobile phone numbers should respect international dialing. Check if the 0 at the beginning of a number is required." Below this, there are three rows of input fields. The first row is labeled "Main mobile number" and has a dropdown menu showing "Belgium : 32" and an empty text box. The second row is labeled "Secondary mobile number" and has an empty dropdown menu and an empty text box. The third row is labeled "SMS Crisis Communication Number" and has an empty dropdown menu and an empty text box. Below these fields, there is another information box with the text: "Please consult the [privacy statement](#) for the EP SMS Crisis Communication System." At the bottom, there is a "Private email address" text box. Below the text box, there are two buttons: "Submit" (highlighted with a red box) and "Cancel".

2. Click on **Submit** and when the following pop-up appears, confirm by clicking on **Yes**.



The screenshot shows a pop-up window titled "Consent for data processing by PMO" with a close button (X) in the top right corner. The text inside the pop-up reads: "You have provided / updated your private email address and mobile phone number, do you consent to the processing of these data by the Commission (PMO) as explained in the communication you have received?". At the bottom right, there are three buttons: "Yes" (highlighted with a red box), "No", and "Cancel".


**Note** You have now given your consent for your private email address to be used to create an external EU Login account to use after your departure from the EP.

b) If you have already provided the correct private phone number and email address:

1. Click on **Consent** in the bottom right corner.

---

### Private mobile phone number and email


Warning : The mobile phone numbers should respect international dialing. Check if the 0 at the beginning of a number is required.

Main mobile number

Belgium : 32123456789

Secondary mobile number

SMS Crisis Communication Number

Please consult the [privacy statement](#) for the EP SMS Crisis Communication System.

Private email address

privateemailaddress@somewhere.com

Submit

Cancel

Consent

2. When the following pop-up appears, confirm by clicking on **Yes**.

Consent for data processing by PMO

You have provided / updated your private email address and mobile phone number, do you consent to the processing of these data by the Commission (PMO) as explained in the communication you have received?

Yes

No

Cancel

**Note** You have now given your consent for your private email address to be used to create an external EU Login account to use after your departure from the EP.

## 2. When you receive a notification, activate and start using your external EU Login account

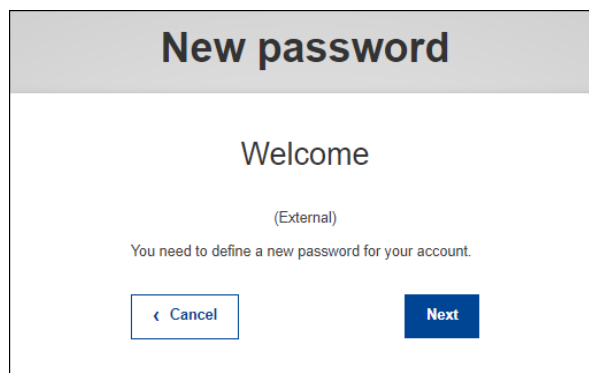
**Note** Notifications will be sent out periodically from the second half of June 2024.

- a) If you have received a notification to **activate your external EU Login account** in your private mailbox:
1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.

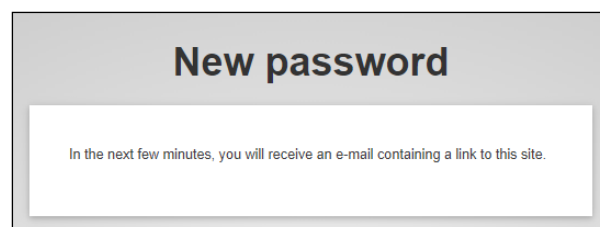
2. Enter your **private email address** and click on **Next**.

Read more'. At the bottom left is a green square icon with a white globe. To its right is a blue link 'Sign in with your eID'." data-bbox="233 119 598 376"/>

3. On the **New password** page click on **Next**.



**Note** As indicated in the window below, you will receive an email in your private mailbox.



4. Go to your **private mailbox**.
5. Open the email sent to you by EU Login services and click on the **link** in the email.

### Notes

- Check your spam folder to ensure you do not miss this email.



- 
- The link is **only valid for 1 day**. Upon its expiry, follow the instructions in the email.
6. Create your **password** following the displayed instructions and click on **Submit**.

## New password

Please choose your new password.

(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#%&'()\*+,-./:;<=>?@[\]^\_`{|}~

Examples: uRBAfPLob\* QpeVcK9BNA XMgBIcN3tT

[\[Generate other sample passwords\]](#)

7. Sign in with your **private email address** and **newly created password**.

## Sign in to continue

Welcome


(External)

[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method

**Password**  
Authenticate to EU Login with only your password.

▼

Sign in

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## Notes

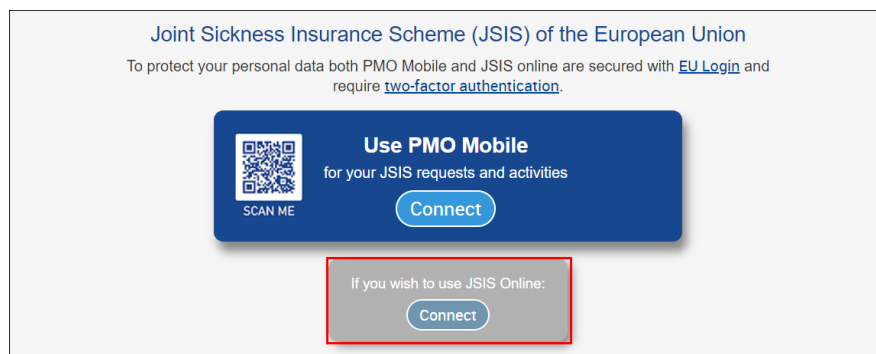
- Your external EU Login account is now activated.
- You will receive a notification to start using your external EU Login account in due course.

b) If you have received a notification to **start using your external EU Login account** in your private mailbox, your external account is ready, and you can access EC digital services.

**Important** Accessing Sysper Post-Activity with your external EU Login account will only be possible as of your second day of post-activity.

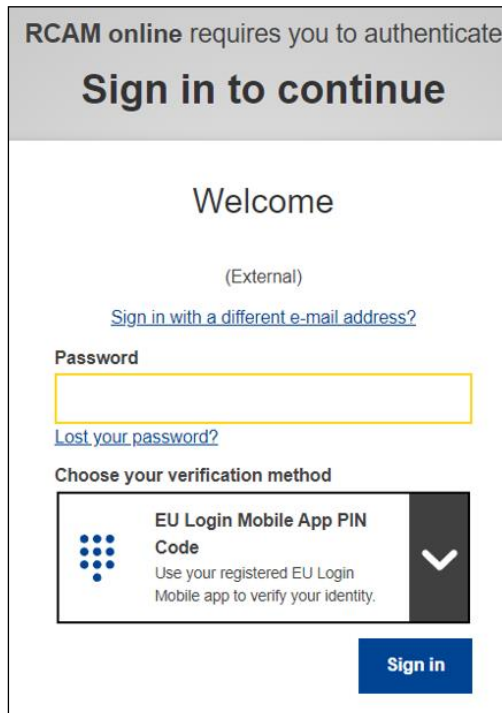
To verify that you have access to EC digital services with your **external EU Login account**:

1. Go to **JSIS Online**: <https://webgate.ec.europa.eu/RCAM>.
2. Click on **Connect** below **If you wish to use JSIS online**.



3. Enter your **private email address** and click on **Next**.
4. Enter your **password**, choose your **2<sup>nd</sup> verification method** from the dropdown menu, and click on **Sign in**.

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The image shows a web interface for RCAM online authentication. At the top, a grey banner contains the text "RCAM online requires you to authenticate" and "Sign in to continue". Below this, the word "Welcome" is centered, followed by "(External)". A link "Sign in with a different e-mail address?" is provided. A "Password" label is above a yellow-outlined input field. Below the field is a link "Lost your password?". A section titled "Choose your verification method" contains a box for "EU Login Mobile App PIN Code" with a description "Use your registered EU Login Mobile app to verify your identity." and a downward arrow icon. A blue "Sign in" button is at the bottom right.

RCAM online requires you to authenticate

## Sign in to continue

Welcome


(External)

[Sign in with a different e-mail address?](#)


Password

[Lost your password?](#)

Choose your verification method



**EU Login Mobile App PIN Code**  
Use your registered EU Login Mobile app to verify your identity.



**Sign in**

**Notes** If you haven't configured a 2<sup>nd</sup> verification method for your external EU Login account, you will be prompted to define one via **My Account**. More information in the [EU Login tutorial](#) or in this [video](#).

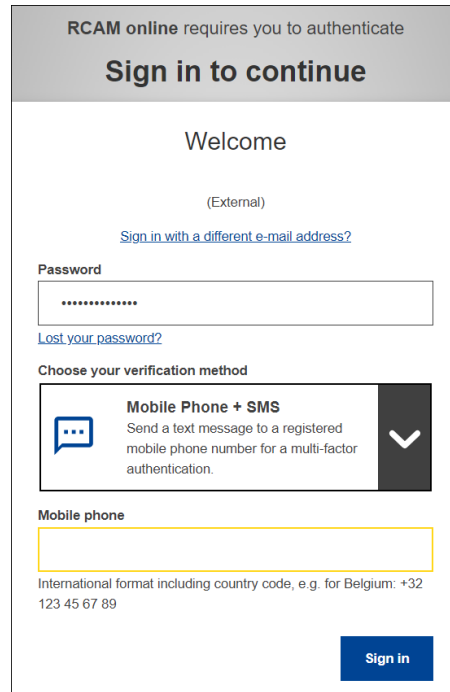
**Important** In choosing your preferred method, consider the following:

- The **EU Login Mobile app** option, if you are used to mobile applications and aren't currently using this option for another EU Login account.

If you have already configured the EU Login Mobile app as 2<sup>nd</sup> verification method for another EU Login account, you need to choose a different verification method.

- The **Mobile phone + SMS** option, if you prefer to receive an SMS each time you connect. To use this method, you need to register your private phone number in My Account.

Please note that in some countries, you might not receive the SMS or might experience disruptions to your mobile network service; it is therefore advised to use other verification methods.



RCAM online requires you to authenticate

## Sign in to continue

Welcome

(External)

[Sign in with a different e-mail address?](#)

Password

.....

[Lost your password?](#)

Choose your verification method

**Mobile Phone + SMS**

Send a text message to a registered mobile phone number for a multi-factor authentication.

✓

Mobile phone

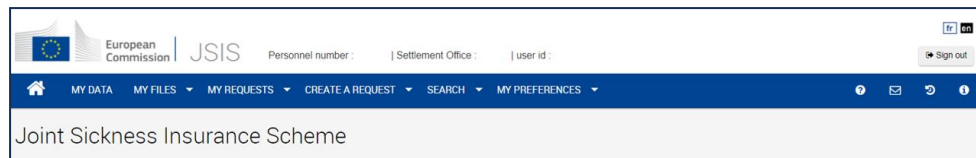
.....

International format including country code, e.g. for Belgium: +32  
123 45 67 89

**Sign in**

5. Follow the displayed instructions to authenticate with **2<sup>nd</sup> verification method** and click on **Sign in**.

**Note** Once the below window appears, you are connected to JSIS.



European Commission | JSIS

Personnel number : | Settlement Office : | user id :

Sign out

MY DATA MY FILES MY REQUESTS CREATE A REQUEST SEARCH MY PREFERENCES

Joint Sickness Insurance Scheme

**Note** From your first day of post-activity, refer to [What to do once you have left the EP](#) to learn how to access EC digital services.

### 3. If you haven't received any notifications

Depending on when you completed the steps in the HRM portal, you may be notified in your private mailbox **close to or even after the end of your contract**. This may result in temporarily losing access to EC digital services due to the time it takes to process your data.

1. Check if the notification got redirected to your **spam folder**. If yes, follow the instructions embedded.
2. If not, open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
3. Enter your **private email address** and click on **Next**.

- 
- a. If you are prompted to **create a password**, follow the instructions to [Activate your account](#) and [Start using your account](#).

**Note** From your first day of post-activity, refer to [What to do once you have left the EP](#) to learn how to access EC digital services.

- b. If you are prompted to **Create an account**, follow the instructions [In any other situations](#) section of the guide.

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## What to do once you have left the EP?

If you had activated your external EU Login account before your departure from the EP

### Introduction

#### Audience

The following instructions apply if you meet all the following criteria:

- You are a **former APA, TA or CA** from a political group no longer in active service at the EP as a result of the 2024 European elections.
- Your **contract ended between June 30 and July 16, 2024**, and you have left the EP.
- Before leaving the EP, you had **successfully activated your external EU Login account** which you intended to use as an ex-staff member of the EP, as described in [this section](#).
- You want to access EC digital services.

#### Objective

The objective of the below instructions is to help you connect to EC digital services with your external EU Login account as of your first day of post-activity.

- If you are an APA, a TA or a CA from a political group, and your contract **ended between June 30, 2024 and July 15, 2024**, you will **lose access to your corporate account (ending @europarl.europa.eu) simultaneously with the end of your contract**. From your first day of post-activity, you can access EC digital services only with your external EU Login account.
- Only if you are an APA with a contract ending on **July 16, 2024**, you may access EC digital services using your corporate account until July 31, 2024. **From August 1, 2024, access will be possible only with your external account.**

### Instructions

#### 1. Connect to your external EU Login account

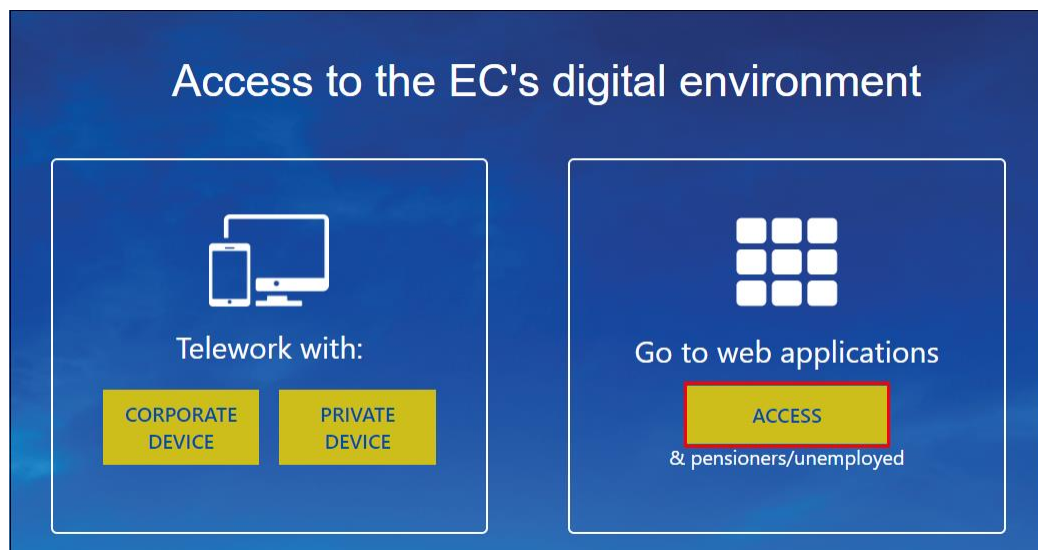
1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
2. Enter your **private email address** and click **Next**.

3. Enter your **password** and select **Sign in**.

**Note** You are now connected to EU Login.

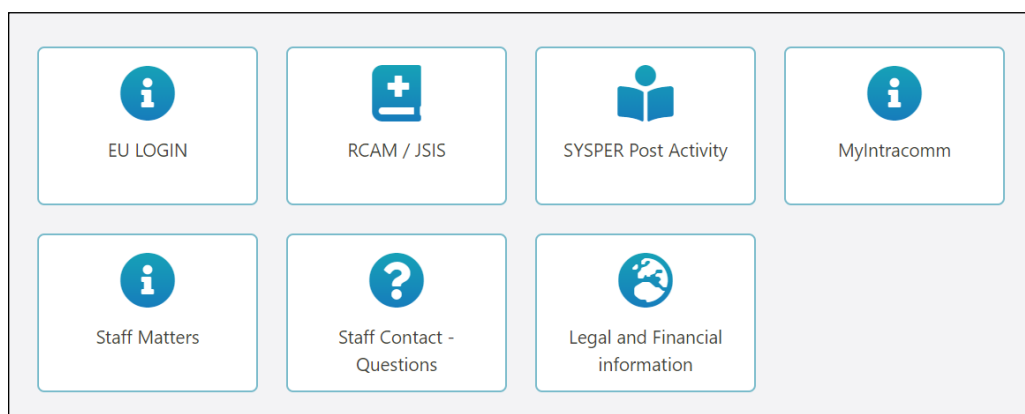
## 2. Connect to EC digital services

1. Go to **My Remote**: <https://myremote.ec.europa.eu/>.
2. Click on **Access** under **Go to web applications**.



3. Choose your **2<sup>nd</sup> EU Login verification method**, follow the displayed instructions to authenticate and click on **Sign in**.

**Note** Once below window appears, you are connected to My Remote.



4. Click on the icon of the EC digital service you want to access.

**Note** You are now connected to the selected EC digital service.

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## In any other situations

### Introduction

### Audience

The following instructions apply if you meet all the following criteria:

- You are a former **APA**, **TA** or **CA** from a political group no longer in active service at the EP as a result of the 2024 European elections.
- Before leaving the EP, you had **not** successfully added your private email address and phone number in the HRM portal in order to automatically create an external EU Login account for yourself.
- You want to access EC digital services.

### Objective

The objective of the below instructions is to help you:

- Create an **external EU Login account**.
- Identify your external EU Login account as that of an **ex-staff member of the EP**.
- Connect to EC digital services with your external EU Login account.

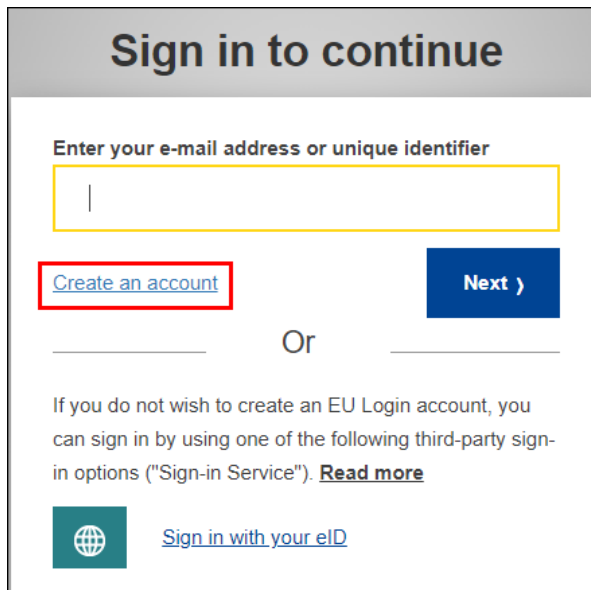
### Instructions

#### 1. Create an external EU Login account

1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.

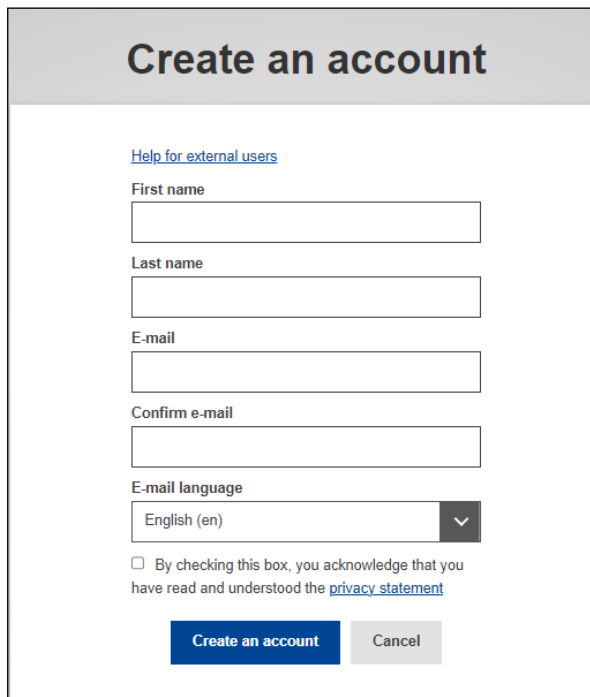


2. Click on **Create an account**.



The screenshot shows a 'Sign in to continue' interface. At the top, there's a header with the text 'Sign in to continue'. Below it, a prompt says 'Enter your e-mail address or unique identifier' above a text input field. Under the input field, there are two buttons: 'Create an account' (highlighted with a red box) and 'Next >'. Below these buttons is a horizontal line with the word 'Or' in the center. Underneath, a paragraph states: 'If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)'. At the bottom left, there is a globe icon next to the text 'Sign in with your eID'.

3. Follow the displayed instructions to configure your account using your **private email address** and click on **Create an account**.



The screenshot shows a 'Create an account' interface. At the top, there's a header with the text 'Create an account'. Below it, there's a link 'Help for external users'. The form contains several input fields: 'First name', 'Last name', 'E-mail', and 'Confirm e-mail'. Below these is a dropdown menu for 'E-mail language' with 'English (en)' selected. At the bottom, there is a checkbox with the text: 'By checking this box, you acknowledge that you have read and understood the [privacy statement](#)'. Below the checkbox are two buttons: 'Create an account' and 'Cancel'.

4. Go to your **private mailbox**.
5. Open the **email** you have just received and click on the **link** to confirm the creation of your external EU Login account.

## Notes

- Check your **spam folder** to ensure you do not miss this email.

- The link is **only valid for 1 day**. Upon its expiry, follow the instructions in the email.
6. On the EU Login page, follow the displayed instructions to create your **password** and click on **Submit**.

**New password**

Please choose your new password.

(External)

New password

Confirm new password

**Submit**

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !\"#\$%&'()\*+,-./:;<=>?@[\\]^\_`{|}~

Examples: uRBAfPLob\* QpeVck9BNA XMgB(Cn3tT

[\[Generate other sample passwords\]](#)

**Note** Your external EU Login account has been created.

## 2. Choose 2nd verification method for the external EU Login account

1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
2. Sign in with your **private email address** and click on **Next**.

Read more'. At the bottom left is a globe icon, and to its right is a link 'Sign in with your eID'."/>


**Sign in to continue**

Enter your e-mail address or unique identifier

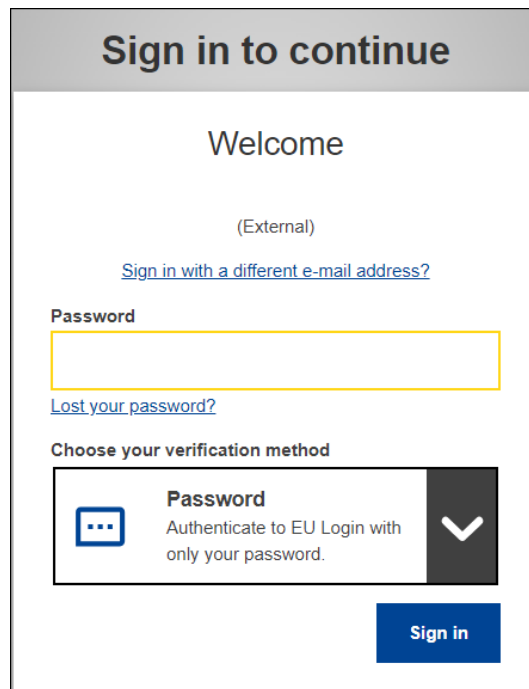
[Create an account](#) **Next >**

Or

If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)

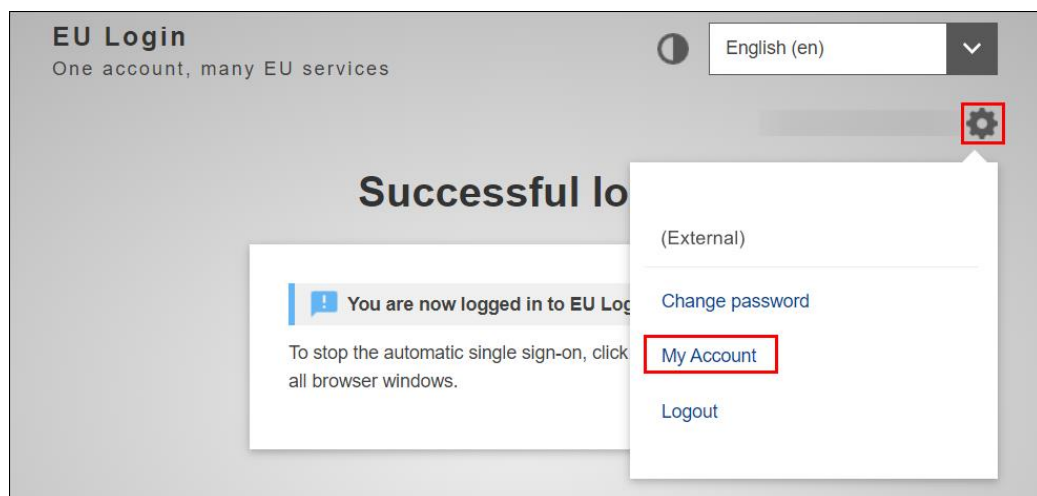
 [Sign in with your eID](#)

3. Enter your **newly created password** and select **Sign in**.



The image shows a 'Sign in to continue' screen. At the top, it says 'Sign in to continue' in a grey header. Below that, 'Welcome' is centered. Underneath, '(External)' is displayed. A link 'Sign in with a different e-mail address?' is present. A 'Password' label is above a yellow-outlined input field. Below the field is a link 'Lost your password?'. A section titled 'Choose your verification method' contains a card for 'Password' with a description 'Authenticate to EU Login with only your password.' and a downward arrow. A blue 'Sign in' button is at the bottom right.

4. Click on the **cogwheel icon** and select **My Account**.



5. Choose and configure your **2<sup>nd</sup> verification method** by following this [video](#) or the [EU Login guide](#).

**Important** In choosing your preferred method, consider the following:

- The **EU Login Mobile app** option, if you are used to mobile applications and aren't currently using this option for another EU Login account.

If you have already configured the EU Login Mobile app as 2<sup>nd</sup> verification method for another EU Login account, you need to choose another verification method.

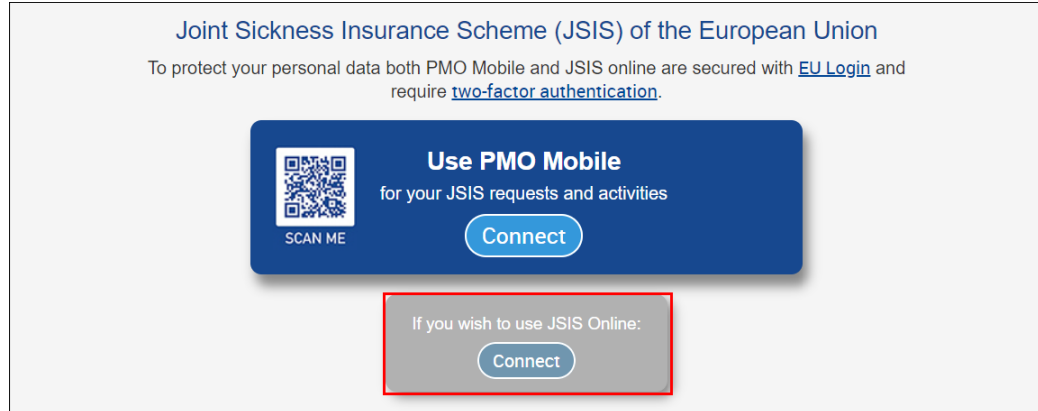
- The **Mobile phone + SMS** option, if you prefer to receive an SMS each time you connect to EC digital services. To use this method, you need to register your private phone number in My Account.

Please note that in some countries, you might not receive the SMS or might experience disruptions to your mobile network services; it is therefore advised to use other verification methods.

### 3. Request access to EC digital services

#### Notes

- These include digital services for post-active members of EU Institutions managed by the Paymaster Office (PMO).
  - The procedure is currently undergoing an upgrade and as a result, some of the wording may differ from what is shown in the guide. The steps remain the same.
1. Go to **JSIS Online**: <https://webgate.ec.europa.eu/RCAM>.
  2. Click on **Connect** below **If you wish to use JSIS Online**:



3. Follow the displayed instructions to authenticate with **your 2<sup>nd</sup> verification method** and click on **Sign in**.
4. Fill in the fields of the **Submit a request for access** form with the required private and corporate information.
  - **Personnel number**  
**Note** This is your **6-digit Staff number**, which can be found following the [About your EP 6-digit Staff number](#) instructions.
  - **Personnel number (validation)**  
**Note** This field verifies there is no error in the previous field.

European Commission

Access to European Commission's digital services for post-active members of EU Institutions

Submit a request for access by completing below information and selecting "Submit".

Personnel number

Personnel number (validation)

Family name

First name

Birth date (DD/MM/YYYY)

Submit

5. Click on **Submit**.

European Commission

Access to European Commission's digital services for post-active members of EU Institutions

We acknowledge reception of your request. Once validated, you will receive a validation code by email and SMS. This may take up to 3 working days.

**Note** The above message confirms reception of your request by PMO.

6. Click on **Sign out** and confirm by clicking on **Log me out**.

European Commission | JSIS

Personnel number : | Settlement Office : | user id :

Sign out

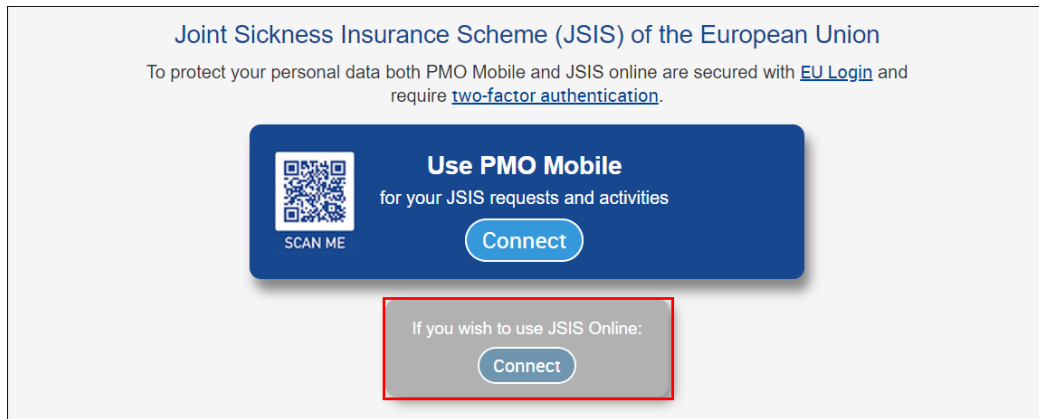
MY DATA MY FILES MY REQUESTS CREATE A REQUEST SEARCH MY PREFERENCES

#### 4. Validate your access to EC digital services

Once you have received the email in your private mailbox and/or the SMS with the **validation code**, activate your access to EC digital services.

**Important** Upon receipt of the validation code, you have 6 months to activate your access to EC digital services for post-active members of EU Institutions. Upon its expiry, you will have to repeat the previous steps.

1. Go to **JSIS Online**: <https://webgate.ec.europa.eu/RCAM>.
2. Click on **Connect** below **If you wish to use JSIS Online**.



3. Follow the displayed instructions to authenticate with **your 2<sup>nd</sup> verification method** and click on **Sign in**.
4. Once logged into JSIS Online, enter the **validation code** you have received via email and SMS and click on **Submit**.

### Notes

- You only need to enter the validation code once to have your access granted.
- Caution: you **have only 5 attempts** to enter it correctly.
- The message below confirms the code's successful validation.

## 5. After 24 hours, connect to your external EU Login account

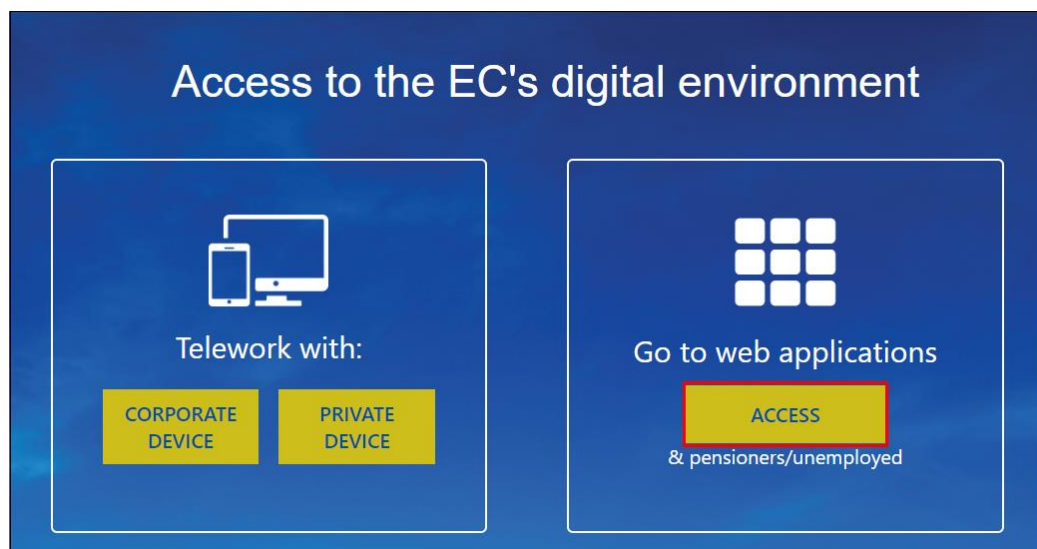
1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.

2. Enter your **private email address** and click on **Next**.
3. Enter your **password** and click on **Sign in**.

**Note** You are now connected to your external EU Login account.

## 6. Connect to EC digital services

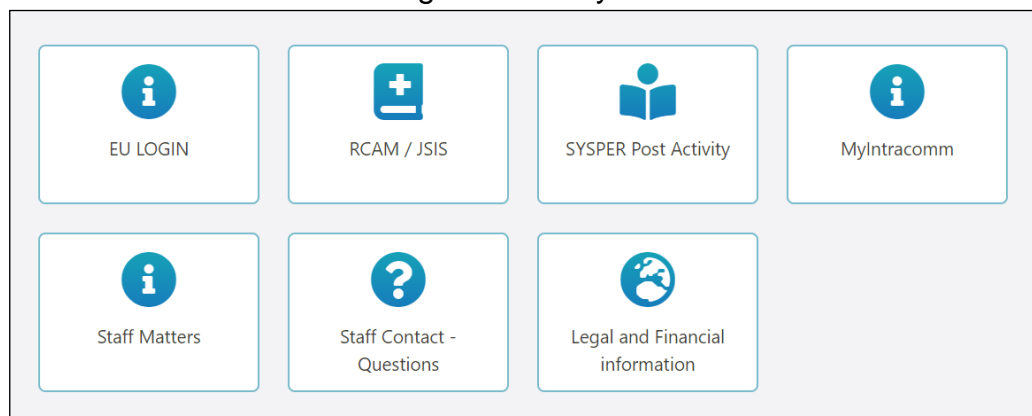
1. Go to **My Remote**: <https://myremote.ec.europa.eu/>.
2. Below **Go to web applications**, click on **Access**.



3. Follow the displayed instructions to authenticate with **your 2<sup>nd</sup> verification method** and click on **Sign in**.

**Note** Once the below window appears, you are connected to My Remote.

4. Click on the icon of the EC digital service you want to access.

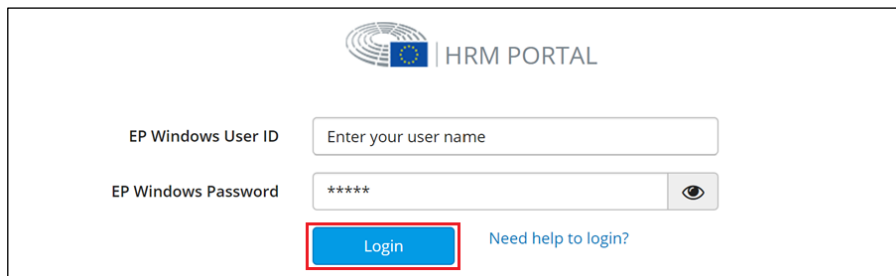


**Note** You are now connected to the selected EC digital service.

## About EP 6-digit Staff number

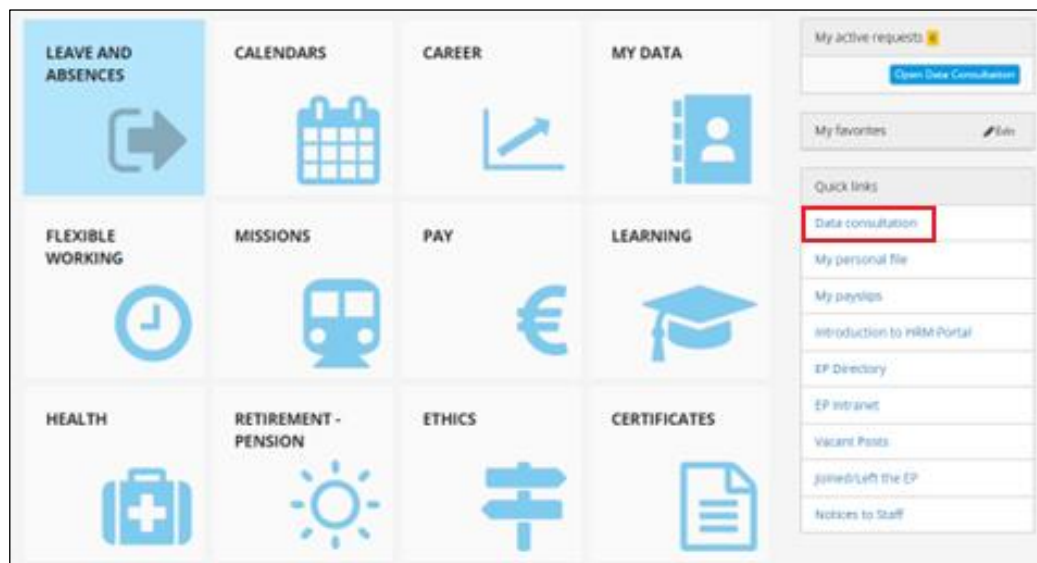
To find your EP 6-digit Staff number, proceed as follows:

1. Open the **HRM portal**:  
<https://strlprdweb.secure.ep.parl.union.eu/hrmptl/page.jsp>
2. Enter your **EP Windows User ID and Password** and click on **Login**.

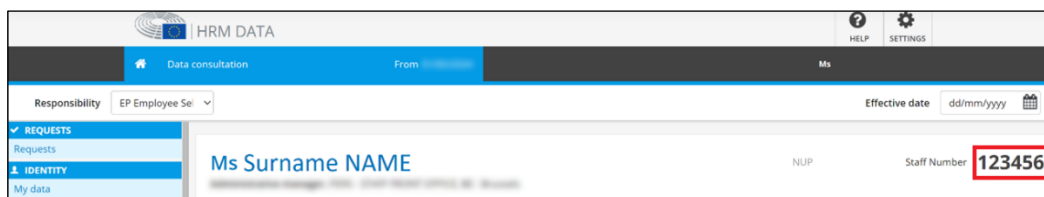


The login screen for the HRM PORTAL. It features the portal's logo at the top. Below the logo, there are two input fields: 'EP Windows User ID' with a placeholder 'Enter your user name' and 'EP Windows Password' with a placeholder '\*\*\*\*\*'. To the right of the password field is an eye icon for toggling visibility. A red rectangular box highlights the 'Login' button. To the right of the 'Login' button is a link that says 'Need help to login?'.

3. Click on **Data consultation**.



4. Your **6-digit staff number** will appear in the top right corner of the page.



The HRM DATA page. It shows the user's profile information. At the top, there is a header with 'HRM DATA' and 'Data consultation'. Below the header, there is a section for 'Responsibility' with a dropdown menu set to 'EP Employee Se'. To the right, there is a field for 'Effective date' with a placeholder 'dd/mm/yyyy'. The main content area displays the user's name 'Ms Surname NAME' and the 'Staff Number' '123456', which is highlighted with a red rectangular box.



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Should you have any questions regarding the status of your access to EC digital services and:

- you still **have access to your corporate account**, please contact the **EP**.
- you **no longer have access to your corporate account**, please contact the **PMO**.

## About EP points of contact

Should you encounter any issues or have questions about your external EU Login creation, please contact e-MEP:

- by phone: on 83800 internally or +32 228 43800 externally
- by email: [e-mep@europarl.europa.eu](mailto:e-mep@europarl.europa.eu)

Should you have any other questions, please contact the Infodesk:

- by phone: +32 228 41600
- by email: [PERS-InfoBru@europarl.europa.eu](mailto:PERS-InfoBru@europarl.europa.eu)

## About EU Login

EU Login authentication gives you access to a wide range of European Commission digital services, including JSIS or Sysper, among others.

Every time you want to use a service that requires EU Login authentication, you will be automatically transferred to the EU Login page, where you will be asked to enter your email address and password, or complete multi-factor (email address + password + 2<sup>nd</sup> verification method) authentication.

To know more about EU Login, visit [European Union – Trusted Digital Identity - EU Login user portal](#).

## About EC digital services

Supporting the access to European Commission's digital services for post-active members of EU Institutions is managed by the Paymaster Office (PMO).

To know more about the PMO, visit [European Commission – PMO Service Guide](#).

Should you encounter any issues or have questions, please contact us:

- by phone: between 09:30 and 12:30 on +32 229 11111
- by email: [PMO-IT-APPLICATIONS@ec.europa.eu](mailto:PMO-IT-APPLICATIONS@ec.europa.eu)